



NC PRE-K COVID-19 FREQUENTLY ASKED QUESTIONS (FAQS) FOR NC PRE-K CONTRACTORS, PROVIDERS and STAFF



TOPIC	QUESTION	ANSWER
Attendance & Billing	Some NC Pre-K sites operate on a September - June school calendar; others August - May. What needs to be submitted to get the reimbursement for June for those specific sites?	<p>NC Pre-K contracting agencies will need to:</p> <ol style="list-style-type: none"> 1. Print the March Summary of Attendance that was submitted with the March FSR. 2. Strikethrough the reimbursement amount for each classroom that will NOT be receiving payment for June. 3. NEATLY write in the adjusted amount next to each classroom to reflect the \$0 reimbursement. 4. Adjust the total reimbursement amount at the bottom of the Summary to reflect all changes. 5. Email the revised Summary of Attendance, the completed monthly FSR, and a justification letter explaining the changes to dcdee_ncprekfsr@dhhs.nc.gov.
	For administrative funds, how should actual expenditures for April-June be documented or is there some other way to do it? The guidance states that DCDEE will pay contractors their full program admin rates.	NC Pre-K contractors must report their actual expenditures from March through the end of their program year. <i>(May or June, whichever applies)</i>
	NC Pre-K sites have always been able to submit children for June that were not enrolled when school began. Is that still the case (this would be the 10-month rule.)	Yes. DCDEE has authorized full reimbursement from March through the end of the program year. This includes programs whose program year ends in June.
	Does it affect attendance if sites are doing the reaching out, but the families are not responding?	The attendance requirement for reimbursement for NC Pre-K has been waived by DCDEE during COVID-19. DCDEE is providing full reimbursement to eligible classrooms based on enrollment in March. However, if families are not responding to teacher's attempts to communicate, please document the attempts to reach families on the Weekly Work Plan.

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Attendance & Billing	Is there any way to recoup money that has been spent out of pocket to buy materials to send home for the families?	DCDEE is not providing additional funding . NC Pre-K programs receive funding for the children being served and the expectation is that those funds are used to cover teacher salary, classroom materials, and other similar items. This may be something to discuss with the site administrator or the local NC Pre-K contracting agency.
	How will classrooms that are NOT providing remote services and/or NOT submitting weekly work plans for reimbursement on the Summary of Attendance with the FSRs be identified?	Contractors will be required to complete a Remote Learning Data Report survey which will be emailed directly to NC Pre-K contracting agencies. If there are classrooms who are not providing NC Pre-K services, contracting agencies will need to: <ol style="list-style-type: none"> 1. Save the PDF of the submitted responses to the NC Pre-K Remote Learning Data Report survey. 2. Print the March Summary of Attendance that was submitted with the March FSR. 3. Strikethrough the reimbursement amount for each affected classroom on the March Summary. 4. NEATLY write in the adjusted amount next to each classroom to reflect the \$0 reimbursement. 5. Adjust the total reimbursement amount at the bottom of the Summary to reflect all changes. 6. Email the revised Summary of Attendance, the completed FSR, and the PDF of the survey responses to dcdee_ncprekfsr@dhhs.nc.gov.
Teacher Compensation	Can sites lay off non-NC Pre-K teachers and utilize NC Pre-K teachers in those classrooms?	DCDEE did not require any licensed child care facility to close. During COVID-19, DCDEE is allowing NC Pre-K staff to serve in non-NC Pre-K roles; however, the expectations for carrying out remote learning still hold, and NC Pre-K services must be the priority for NC Pre-K teaching staff . Site administrators must work with teachers who are serving in dual roles to ensure they have enough time during their 8-hour workday to meet their obligations for NC Pre-K, as well as providing additional support to the center as they are needed. There is NOT an expectation that teachers will extend their workday beyond the 8 hours in order to provide remote learning services.
	If NC Pre-K teachers work or sub in another classroom, should they also receive additional compensation during the time they provide services in a non-NC Pre-K funded classroom?	The decision to pay NC Pre-K teachers additional funds on top of their regular NC Pre-K salary is a program decision. In addition, NC Pre-K teachers working in the classrooms with children, are eligible for the bonus payments for April & May provided by DCDEE.

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Teacher Compensation	Will NC Pre-K teachers and teacher assistants get paid if they were told to stay home due to COVID-19 but are still reaching out to parents and students?	<p>As a reminder, DCDEE did not require any licensed child care facility to close.</p> <p>DCDEE is providing full reimbursement to NC Pre-K contractors beginning in March for NC Pre-K programs who continued to provide NC Pre-K services. Full reimbursement includes teacher compensation.</p> <p>NC Pre-K teachers and teacher assistants must be paid their full compensation whether they worked onsite or provided remote learning services or both.</p>
	<p>What was the start day that NCPK teachers and assistants should have been receiving their full pay with remote learning in place?</p> <p>Was there a requirement initially for all teachers to be present at the workplace to receive regular compensation?</p>	<p>As a reminder, DCDEE did not require any licensed child care facility to close.</p> <p>There is <u>no requirement</u> for all teachers to be present onsite at the workplace in order to receive full compensation.</p> <p>DCDEE is providing full reimbursement to NC Pre-K contractors beginning in March for NC Pre-K programs who continued to provide NC Pre-K services. Full reimbursement includes teacher compensation.</p> <p>NC Pre-K teachers and teacher assistants must be paid their full compensation whether they worked onsite or provided remote learning services or both.</p>
	The local school calendar states the last working day is June 9th. Will teachers still get paid through June?	<p>DCDEE will provide reimbursement based on the calendar that was approved for the program. For some, the program year ends in May and for others in June.</p> <p>NC Pre-K teachers and teacher assistants who are providing NC Pre-K services must be paid their full compensation through the end of the program year.</p>
	In what way is the compensation provided to be verified (pay stubs, written statement, etc.)?	<p>DCDEE is asking NC Pre-K contracting agencies to collaborate with their NC Pre-K programs and develop a local process to verify that NC Pre-K teachers and teacher assistants are being fully compensated.</p>
	Does proof of proper compensation have to be submitted or just verified?	<p>DCDEE is not asking for any documents related to compensation. DCDEE is asking NC Pre-K contracting agencies to collaborate with their NC Pre-K programs and develop a local process to verify that NC Pre-K teachers are being fully compensated.</p>
Bonus Payments	If an NC PreK Teacher is onsite providing remote learning for their students but is not providing any instruction or services face to face, do they qualify for the bonus?	<p>No. Only teaching staff (lead, assistant, and other resource teachers) <u>working directly with children in the classroom</u> are eligible for the bonus. (This includes NC Pre-K Teachers)</p>

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Bonus Payments	Is the bonus provided through NCPK funds, or through child care regulatory services?	Bonus pay is not funded through NC Pre-K funds or allotment. Bonus pay is being funded through CCDF quality dollars.
	If a teacher goes to work at the center to conduct remote learning, are they eligible for the bonus? What if the classrooms are closed?	No. Only teaching staff (lead, assistant, and other resource teachers) <u>working directly with children in the classroom</u> are eligible for the bonus. (This includes NC Pre-K Teachers) As a reminder, DCDEE did not require any licensed child care facility to close.
	Will the bonus be provided past May?	No. Bonus pay is only available for the months of April and May 2020.
	It was stated that administrators qualified for bonuses and that teachers were not eligible if they are working remotely. What about administrators who may be working in the buildings?	Administrators who are not serving children onsite are not eligible for the bonus. Please contact the DCDEE Subsidy Services Section (919-814-6380) if you have questions about bonus payments.
	Teachers and staff are at home but go to help deliver meals, remote learning packet pickup, home visits, and working in the classroom on paperwork. Does any of that count towards being eligible to receive the bonus?	No. Only teaching staff (lead, assistant, and other resource teachers) <u>working directly with children in the classroom</u> are eligible for the bonus. (This includes NC Pre-K Teachers)
	If I am working with children in the classroom less than 20 hours, will I get a bonus?	Yes. However, bonus pay is prorated for staff working less than 20 hours per week with children in the classroom. Please refer to the COVID-19 Child Care Payment Policy
	If a teacher is teaching in the classroom and providing remote learning, how should the teacher apply for the bonus?	This bonus is not through Smart Start. There is not an application requirement for this bonus. An administrator/provider must record the onsite attendance in the Emergency Child Care Portal. Attendance for April had to be recorded by May 5th and attendance for May must be recorded by June 5th. Please contact the DCDEE Subsidy Services Section (919-814-6380) if you have questions about bonus payments.

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Bonus Payments	Who is the best contact for questions to regarding bonus pay?	Please contact the DCDEE Subsidy Services Section (919-814-6380) if you have questions about bonus payments.
Remote Learning	Will NC Pre-K providers (<i>public schools, private sites, Head Start centers</i>) be required to document services provided prior to the week of April 24 at any point?	<p>No, there is no specific documentation needed for NC Pre-K.</p> <p>Submission of the Weekly Work Plan is effective the week of April 27th.</p> <p>It is a good practice to document any services provided during the COVID-19 pandemic.</p>
	Is reading a book and uploading it considered real time communication?	Real-time communication allows for back and forth interaction to happen in live, real-time. Examples of this would include phone calls, FaceTime calls, live Zoom sessions, etc. Teachers reading a book and uploading would NOT be considered real time communication, as it does not allow for that live back and forth interaction.
	Will teachers receive certificates for completing the DCDEE Moodle Remote Learning Resources course to earn CEUs?	DCDEE Moodle Remote Learning site is a repository of resources intended to offer support for NC Pre-K Teachers offering remote learning. It is not a course and teachers will not receive CEUs for utilizing the resources.
	Can the link for the Moodle be shared?	To access Moodle click here . Moodle is accessible to anyone with an NCID. If you do not have an NCID, there is a link to create one.
	Does class Dojo count as real time communication?	<p>No. Real-time communications are those opportunities where children are able to communicate with teachers and respond back and forth in real time. It's also an opportunity to provide updates and share resources with parents/guardians.</p> <p>A recording posted for families to review at their convenience is not considered real time.</p>
	I am a teacher assistant. I assist the lead teacher in conducting 'virtual circle time' every morning for 30 min. Will it count as real time communication?	Virtual circle time will count as real time communication if teachers and children attending the virtual circle can interact at the same time. Virtual circle time would not be considered real time communication if it is recorded ahead of time, then posted for families to view at their convenience.

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Remote Learning	Does the child count if there is no response to Classtag or Zoom meetings?	No. Families who do not respond to any remote learning activities offered or to the teacher's phone calls, emails, etc. are considered non-responsive.
	Should teachers with students who have an IEP be sending work for those children? Who is responsible for seeing this is done?	The teacher should work in collaboration with the IEP team to ensure the child's needs are being met. The IEP team should also review the IEP to determine if modifications are needed and determine the responsibility of each team member. This is the responsibility of the IEP team, including the teachers.
	Are the teacher assistants required to make real-time communications?	DCDEE expects the approach to remote learning to be similar when classrooms are operating under normal circumstances. Therefore, the NC Pre-K lead teacher and teacher assistant must work in collaboration to support their children.
	Is there a date when remote learning services should end for NC Pre-K classrooms?	DCDEE expects remote learning services to be carried out through the last day of services that the local school calendar has determined as the last day of the school year.
	I have been working full-time in the classroom but was told a week ago to contribute to the remote learning for my NC Pre-K students who are not in my classroom due to the COVID-19 situation. I am doing the remote learning on top of everything. Is this what I am supposed to do?	<p>As a reminder, DCDEE did not require any licensed child care facility to close.</p> <p>During COVID-19, DCDEE is allowing NC Pre-K staff to serve in non-NC Pre-K roles; however, the expectations for carrying out remote learning still hold, and NC Pre-K services must be the priority for NC Pre-K teaching staff.</p> <p>DCDEE is asking that NC Pre-K programs site administrators work with teachers who are serving in dual roles to ensure they have enough time during their 8-hour workday to meet their obligations for NC Pre-K as well as providing additional support to the center as they are needed</p> <p>DCDEE DOES NOT expect teachers will extend their workday beyond their regular hours in order to provide remote learning services to NC Pre-K children who are unable to attend.</p>

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Weekly Work Plan	Where is the Weekly Work Plan located on the DCDEE website?	The Weekly Work Plan is posted on DCDEE's website, under the NC Pre-K tab, under NC Pre-K Forms. Please click here to access that form directly.
	Should lead teachers and assistant teachers be submitting one Weekly Work Plan together for their classroom, or should they submit separate, individual work plans?	No. One Weekly Work Plan will be submitted per classroom.
	Can a site attach what the school is already using to track learning to the Weekly Work Plan if the documentation is covering all of the requested data?	No. For consistency in data collection, DCDEE's Weekly Work Plan must be completed by each classroom. Teachers may copy and paste information from other forms they are already using onto the Weekly Work Plan. DCDEE discourages attaching other documents or inserting links on the Weekly Work Plan.
	Does the contractor keep the documentation of Weekly Work Plans or submit it to DCDEE/NC PreK?	At this time, the NC Pre-K contracting agency will maintain Weekly Work Plans <u>for auditing purposes</u> . DCDEE will review upon request.
	I filled out the Weekly Work Plan for all of April and turned it in for May. I'll be doing it weekly. Is it ok that all of April is on one form?	Weekly Work Plans should indicate what remote activities occurred during that particular week. Submission of weekly plans is effective the week of April 27 th .
	As an NC Pre-K Admin, is it okay that I submit work plans to the contracting agency on Monday morning instead of Friday afternoon?	The Weekly Work Plans should be shared with the NC Pre-K contracting agency at the end of each week or Monday of the following week at the very latest. NC Pre-K programs should communicate with their local NC Pre-K contracting agency to determine what would be acceptable.
	Are the teachers supposed to fill out the Weekly Work Plan and give it to their center director or county coordinator?	Yes. Teachers will need to fill out the Weekly Work Plan each Friday and turn it in to their site administrator/center director.

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Weekly Work Plan	I have 1 student in my class that is not in an NC Pre-K slot. Do I need to include him within the information on the Weekly Work Plan or should only NC Pre-K designated slots be documented?	No. Only children enrolled in the NC Pre-K program should be reflected on the Weekly Work Plan.
	I am an NC Pre-K teacher in the public-school system. We have been instructed to contact students once a week. You are asking us to do it twice a week. Who do we listen to?	DCDEE understands that you may be held to more than one agency's requirements. However, as an agency receiving NC Pre-K funds, you must complete the requirements provided by the NC Pre-K Program, which, in this case, requires two contacts.
	Are NC Pre-K teachers housed in public schools required to complete the Weekly Work Plan?	Yes. All NC Pre-K classrooms, regardless of their <i>site (private, head start or public school)</i> must complete and submit weekly work plans provided by DCDEE.
	If NC Pre-K teachers are still teaching in class with students on-site, are they required to complete the Weekly Work Plan?	If the NC Pre-K teachers are providing any remote learning services to NC Pre-K children who cannot or are unable to attend, they must complete the Weekly Work Plan.
	Are the NC Pre-K committee meetings and site selection sub committee meetings able to be held virtually as described in the Open Meeting Law section about electronic meetings?	<p>DCDEE has confirmed NC Pre-K committee meetings may occur by Zoom or other online platform which allows committee members to interact simultaneously and is accessible by the public</p> <p>DCDEE encourages NC Pre-K contractors to read the clause in the Open Meetings Law that provides information about electronic, virtual or remote meetings. The link to the NC Open Meetings Law is on page 1-1 of the NC Pre-K Program Requirements and Guidance manual. Click here to access the Open Meetings Law</p> <p>In addition, DCDEE encourages NC Pre-K contracting agencies to contact their lawyer for guidance.</p>

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Miscellaneous	I did not receive the information that was sent out on April 22, 2020. For some reason, mass emails aren't always received by everyone.	If you are an NC Pre-K contracting agency and you are not receiving mass emails from NC Pre-K, please contact the NC Pre-K program policy consultant in your county and they will submit your information to our NC Pre-K coordinator. You may also email the NC Pre-K Coordinator, Patricia McCarter at patricia.mccarter@dhhs.nc.gov . DCDEE updates are sent through Constant Contact. To receive important updates subscribe here .
	Has any consideration been given to provide funding for another year of preschool due to the school closure?	As a reminder, DCDEE did not require any licensed child care facility to close. Currently, DCDEE does not have additional NC Pre-K funding beyond the program year. DCDEE has authorized full reimbursement to eligible classrooms from March through the end of the program year for all children enrolled as of March regardless of attendance. That reimbursement includes services to NC Pre-K students.
	Will this slide presentation be sent out to contract administrators by email or posted on the Website?	The NC Pre-K COVID-19 Guidance presentation is be posted to DCDEE's website.
	Is there funding to extend the remote learning past 10 months? Many children will need the additional learning support.	Currently, DCDEE does not have additional NC Pre-K funding beyond the program year. Therefore, DCDEE has no plans of extending the program year beyond 10 months. As a reminder, DCDEE did not require any licensed child care facility to close. This means that NC Pre-K children should have continued to receive services, either face-to-face or remotely.
	Are parents signing up their children for NC Pre-K for the 2020-2021 year? Has COVID-19 hindered applications for our NC Pre-K program?	Yes. Applications for the 2020-2021 NC Pre-K school year are currently being accepted at the county level.
	If I have 2 classrooms of 18 children, but only 9 in attendance can I combine them into one?	Effective May 11, 2020, flexibility related to Staff/Child Ratio and Group Size is no longer allowed for child care programs to operate using the minimum allowable staff/child ratios and group sizes. All child care centers are expected to meet the staff/child ratios and group sizes applicable to their program. (10A NCAC 09 .0713(a)). Contact the local Child Care Consultant for additional guidance.

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Miscellaneous	When will original DCDEE regulations begin to be reinforced?	<p>Effective May 11, 2020, DCDEE has reinstated some child requirements related to:</p> <ul style="list-style-type: none"> • Activity schedules and plans • Activity areas • Staff/Child Ratio and Group Size • Indoor/Outdoor area • School-Age Children <p>Other regulatory flexibilities will go back into effect at a later date. For additional guidance contact your local child care consultant.</p>
	When was this decision made to allow NC Pre-K teachers to be used in non-NC Pre-K classrooms and why were they not notified when this decision was made?	<p>The NC Pre-K Program Guidance - Covid-19 Billing-Teacher Compensation was emailed to NC Pre-K contracting agencies on April 8, 2020. The contracting agencies are responsible for sharing this information with their local NC Pre-K programs. NC Pre-K site administrators, owners, and/or center directors are responsible for sharing information with NC Pre-K teaching staff.</p> <p>Additionally, on April 9, 2020, this same guidance was emailed to NC Pre-K teachers enrolled with the EESLPD unit to ensure they received the same information and to address their concerns shared with this office.</p>
	If schools remain closed, is it possible to reopen the private sites?	<p>DCDEE did not require any licensed child care facility to close.</p> <p>Child care facilities were required to submit an application to operate as an Emergency Child Care Facility effective April 1, 2020. Effective May 11, 2020, any private child care facility that chose to close can apply to reopen.</p>
	Why are sites not following the public school guidance for closings as in the past?	<p>All licensed child care facilities are governed by DCDEE state regulations. DCDEE did not require any licensed child care facility to close during the COVID-19 crisis.</p> <p>DCDEE provided health and safety guidance and allowed child care facilities to make informed decisions about closure.</p>
	This question is for the children who relied on NC Pre-K for food. What are we doing for that? Is there a site list available for children and families to go to daily to get food?	<p>DHHS has worked to continue to provide meals for children and families during the COVID-19 crisis. Please see Nutritional Assistance COVID-19 for more information.</p>
	Any suggestions for professional development online learning opportunities?	<p>There are many agencies offering online training. Contact your local child care resource and referral agency or local partnership to find out about offerings in your area.</p> <p>NAEYC is offering a free virtual professional development institute that may be of interest to you.</p>

TOPIC	QUESTION	ANSWER				
Helpful Links	Latest COVID-19 Information for Child Care	NC Pre-K Program Guidance – COVID-19 Crisis: Providing Remote NC Pre-K Learning Opportunities for Children				
	NC Pre-K COVID-19 Guidance Presentation	NC Pre-K End of Year Program Guidance				
	Remote Learning Resources	NC Pre-K Remote Learning: Interim Survey Report				
	Moodle	Weekly Work Plan				
	COVID-19 Child Care Payment Policies	COVID-19 Child Care Reopening Application				
	Updated Health & Safety Guidelines (May 6, 2020)	Help for Buying Food				
Who do I contact with further questions about...?	NC Pre-K Attendance & Billing	Janessa Nieves, NC Pre-K Manager janessa.nieves@dhhs.nc.gov				
	NC Pre-K Teacher Compensation DO NOT INLCUDE QUESTIONS REGARDING BONUS PAYMENTS	Lorena González, Senior Manager/Early Education Branch lorena.gonzalez@dhhs.nc.gov Please contact the DCDEE Subsidy Services Section (919-814-6380) if you have questions about bonus payments.				
	NC Pre-K Remote Learning Expectations	<p style="text-align: center;">NC Pre-K Program Policy Consultants</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> Jeanne Barnes (<i>South East</i>) jeanne.barnes@dhhs.nc.gov (919) 814-6357 </td> <td style="width: 50%; vertical-align: top;"> Jennifer Griffith (<i>West</i>) jennifer.griffith@dhhs.nc.gov (919) 609-6921 </td> </tr> <tr> <td style="vertical-align: top;"> Sharon Stukes (<i>Central</i>) sharon.stukes@dhhs.nc.gov (704) 594-0151 </td> <td style="vertical-align: top;"> Frances Minton (<i>North East</i>) francis.minton@dhhs.nc.gov (919) 604-7626 </td> </tr> </table> <p style="text-align: center;">Please refer to the NC Pre-K Program Unit Regional Map as some counties have been recently shifted due to a change in staffing.</p>	Jeanne Barnes (<i>South East</i>) jeanne.barnes@dhhs.nc.gov (919) 814-6357	Jennifer Griffith (<i>West</i>) jennifer.griffith@dhhs.nc.gov (919) 609-6921	Sharon Stukes (<i>Central</i>) sharon.stukes@dhhs.nc.gov (704) 594-0151	Frances Minton (<i>North East</i>) francis.minton@dhhs.nc.gov (919) 604-7626
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Who do I contact with further questions about...?	Other NC Pre-K topics	NC Pre-K Program Policy Consultants (<i>see contact information above</i>)
	The NC Pre-K listserv For NC Pre-K Contracting Agencies only	Patricia McCarter, NC Pre-K Program Coordinator patricia.mccarter@dhhs.nc.gov
	The COVID-19 Child Care Reopening Application	Contact your child care consultant.
	The updated health and safety guidance	Contact your child care health consultant. You can find the contact information at the Child Care Health and Safety Resource Center site .
	The Emergency Child Care Subsidy program	Contact the DCDEE Subsidy Services Section at 919-814-6380 if you have questions about how the Emergency Child Care Subsidy program works.
	The provider portal to submit attendance for staff and children in the emergency subsidy program	Contact the NC FAST Provider Help Desk at 919-813-5460 if you have questions about the provider portal.
	Cleaning supplies or food for my facility	Contact your local Smart Start partnership if you are unable to locate food, cleaning supplies, or other essential resources in your area. You can find the contact information for your local Smart Start partnership at the Smart Start site .